GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:1827
ANSWERED ON:01.08.2003
SERVICES OF TPA FOR MEDICLAIM POLICY HOLDERS
AJAY CHAKRABORTY

Will the Minister of FINANCE be pleased to state:

(a) whether there are complaints about the poor customer care by the Third Party Administrators (TPAs) for the Mediclaim Policy holders;

(b) if so, the details thereof; and

(c) the steps being taken to offer better services by TPAs to the policy holders?

Answer

TME MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI ANANDRAO V. ADSUL)

(a)&(b):- General Insurers` (Public Sector) Association of India (GIPSA) has reported that complaints have been received by the public sector general insurance companies regarding deficiency in customer services by the Third Party Administrators (TPAs). The complaints, interalia, relate to non-issuance of photo identity cards to policy holders, non-availability of cashless facility in some of the hospitals and delay in settlement of claims.

(c):- Effort for improving customer services is a continuous process. The public sector general insurance companies have been coordinating with the TPAs, on a regular basis, for bringing about improvements in the system and for redressal of grievances of the customers.